

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814

(916) 322-5330



August 15, 1980

ALL-COUNTY INFORMATION NOTICE I-86-80

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: TRANSITION TO NEW NOTICE OF ACTION SERIES

REFERENCE:

This notice describes the Department of Social Services' (DSS) plan for improving the Notice of Action (NA) system through the development of a new, improved series of NA forms and provides a transition schedule for replacing the present NA forms.

We estimate that the first forms in the new series will be available from our warehouse by December 1980 and that the transition will be completed by July 1, 1982. We expect that most of the new forms will have been issued by mid 1981. These will include multi-program forms and individual forms for the following programs: AFDC, Refugee Assistance Program, Social Services, and MISS. A schedule for converting Food Stamp forms to the new system will be developed at a later date. We intend to issue the Spanish language forms at the same time that the corresponding English language forms are issued.

What Forms Will be Included in the New Series? All NAs issued by DSS will eventually be replaced by the new series which will be identified by the letters "NA" as the first part of each form number. The new NA series will replace notices having form numbers in the following five series: ABCD 239, DFA 377, Soc 239, SSP and SC. We anticipate that the 39 English language forms in these series will be replaced by about 25 new forms, a reduction of over one-third. A corresponding reduction will be made in Spanish language forms. A list of forms presently planned for the new series is provided by Attachment A. As development of the actual forms proceeds, this list will be modified as necessary to show forms actually developed. Attachment A will be revised and reissued from time to time as needed to reflect such changes.

Although the new series will not replace Medi-Cal NAs, we plan to eliminate the need to send separate AFDC and Medi-Cal NAs for approval, denial, or discontinuance actions affecting cash based Medi-Cal. We plan to do this by including Medi-Cal notice or space for Medi-Cal notice on the forms providing notice of AFDC approval, denial, or discontinuance action.

How Will the New Series Improve the NA System?

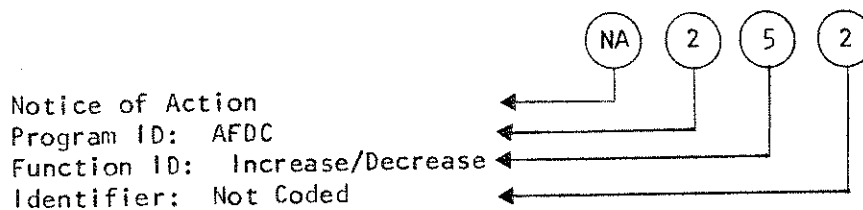
Fewer Forms. A reduction of about one-third in the number of NA forms will reduce form manufacturing and storage costs, will reduce the number of different forms that EWs must learn to use, and will reduce the time that it takes for the EW to decide on and find the right form for a particular need.

Multi-Program Forms. Where feasible, individual forms will be usable by more than one program and will provide for simultaneous notice of action in more than one program at the same time. For example, we plan a single notice that will provide for approval of AFDC and AFDC based Medi-Cal and for approval or denial of food stamps at the same time (NA920). Notices like this will reduce the number of notices that must be prepared by the EW, reduce preparation time, and will help recipients understand the actions being taken by reducing the number of different notices received.

Logical Organization of Forms. Sorting of the new forms by form number will arrange the forms by program and within program, by function. This logical arrangement will simplify administration of the form series and will simplify learning to identify NAs by their numbers. The simple functional coding will enable the EW to locate the correct form with a minimum of effort.

Each Notice of Action will be identified by a five-place form number beginning with the letters "NA" and followed by three numbers. The first number will identify program, the second number--function of the form, and the last number (not coded) distinguishes between forms with the same program and function identification.

Example: NA252 AFDC Overpayment Adjustment



Number series allocated for Program and Function Identification:

<u>Program Identification</u>		<u>Function Identification</u>	
AFDC	200-299	Approval	00-09
Reserved for FS	300-399	Denial	10-19
Adult Progs.	400-499	Approval/Denial	20-29
Social Services	500-599	Increase	30-39
IHSS	600-699	Decrease	40-49
Reserved for		Increase/Decrease	50-59
BIII	700-799	Discontinuance	60-69
Multi-Program		Expiration	70-79
Forms	900-999	Special Purpose	80-89
		Multi-Purpose	90-99

The practical application of this numbering can be seen in Attachment B, which is a numerical listing of currently planned new NAs. The simple numerical listing of the forms puts them in order by program and by function. The rationale for the functional order is:

<u>Rationale</u>	<u>Functional Order</u>
<u>Entry</u> or nonentry into a program	00-29 (Approval, Denial)
<u>Change</u> while in a program	30-59 (Increase, Decrease)
<u>Exit</u> from a program	60-79 (Discont., Expiration)
<u>Other</u>	80-99 (Special, Multi-Purpose)

Additional Functions Covered. The new series will include an AFDC approval (included on Form NA920) and a general notice (NA990) to cover functions not adequately covered in the present series. As design of the forms proceeds, we plan to include additional messages beyond those included on present forms. The objectives and benefits of these changes are to reduce EW and clerical time in preparing the notices and improve the clarity of messages received by clients.

Other Improvements. Careful attention is being given to clarity and simplicity of the language used in the new series. Additional attention is being given to standardization and improved graphic design. The forms will, of course, be updated to reflect the latest regulations.

How Will the Transition to the New Series Take Place? Our plan calls for issuance of a large majority of the new forms during the next 12 months. Forms will be issued individually as they are completed and will be distributed under presently established procedures.

Attachment B, "Transition Schedule No. 1", provides the following information about the transition to each new form:

1. New Form--Available from the DSS Warehouse--Actual. Blank. Will be checked to show which forms are available after they are issued. Will be updated periodically.
2. New Form--Available from the DSS Warehouse--Estimate. Will be updated periodically.
3. Type of Change
 - a. Major Change. A form receives this designation when the change is considered to be of sufficient impact to require the scrapping of current stocks of the forms when the new form is issued. This designation will be given when use of a new form is expected to improve the efficiency or effectiveness of the operation to the extent that its use will justify the scrapping of the old stock. It will also be used when the new form corrects inaccuracies in the old form (due to changes in regulations or other important factors).

- b. Minor Change. This designation is used when a form does not fit the other category (major change). The issuance of these forms will be timed to coincide with the exhaustion of stocks of the old forms in the DSS warehouse. Counties, at their discretion, may continue to use old stock until it is used up or until July 1, 1982, whichever is earlier. After that date, the old forms may not be used and should be scrapped. Counties printing their own forms may not print an old form once it has been replaced by a new form, regardless of the date of issue.
4. Old Form. These two columns show which forms are replaced by each new form.
- a. Replaced by One Form. Each form shown in this column is replaced by only one of the new forms. In some cases, several old forms are replaced by one of the new forms.
 - b. Replaced by Several Forms. This column shows forms that are used as the basis for more than one new form. The old form becomes obsolete only after the last of the new forms replacing the given old form is issued.

This information is shown here for planning purposes only. Counties will be informed via the standard form GEN 127 when the old form is actually obsolete. Do not obsolete any forms on the basis of the Attachment B, Transition Schedule!

From time to time, as the need arises, this transition schedule will be revised to reflect changes in the status of the transition plan and will be provided to counties for their information.

Cross Reference. Attachment C is provided as a cross reference which shows for each "old" form (forms presently in effect) the number of the form or forms in the new NA series that completely or partially replace it.

What Will be the Effect on the New Notice of Action Backs? The new NA backs announced on January 3, 1980 via ACIN 1-1-80 for use on AFDC and FS NAs will be used for the AFDC and FS NAs in the new series. As a matter of fact, these backs represent the first step in the Department's plan for improving the NA system being described in the ACIN you are now reviewing.

What Will be the Effect on County Modified Forms? With the new series as with the present series, NAs can be modified by counties only when authorized by DSS as described in Manual Section 23-400.112. It is planned that the new series will effectively cover a wider range of messages than the old series. Therefore we expect that there will be less need for counties to modify the new NAs.

County additions to a Notice of Action in the new series that represent a partial completion of the form (partially filling in the blank spaces) will not be considered modifications (requiring DSS approval), as long as language on the form is not changed or eliminated and the added language complements rather than contradicts the language and nature of the form. Changes to the actual language of a form will require DSS approval.

We do not encourage counties to modify the new NAs and will authorize only modifications that carry the most compelling justification. However, we do strongly encourage suggestions for improvement that might lead to modifications that would benefit all counties on a statewide basis. These suggestions will be carefully considered and will influence the design of future editions of the forms.

Each county modified form presently authorized will become obsolete at the same time the state form from which it is derived becomes obsolete. Where this would cause a hardship on the county, an extension of an authorization may be granted with appropriate justification. This will provide the county with time to develop and submit whatever modification to the new NA it considers necessary.

What Will be the Effect on Counties that Print Their Own NAs? County printed forms will become obsolete at the same time that state printed forms become obsolete. In advance of this time, each county notifying DSS of its desire to print the new NAs will receive a camera-ready copy of each new form as it becomes available.

So as to avoid excess inventories of county printed forms at the time they become obsolete, counties should consider the availability estimates included in the schedule shown as Attachment B.


Notification. Each county wanting to print the new NAs should notify the AFDC Forms Coordinator (who will coordinate this information for all program areas except IHSS) in writing as soon as possible. Indicate that you plan to print all of the different NAs, or if not, indicate which ones you do or do not plan to print. Also tell us exactly where and to whom you want your camera-ready copies of the forms sent. A single notification will suffice for the entire series except IHSS unless you change your plans. You can write to the AFDC Forms Coordinator at the State Department of Social Services, 744 P Street, Mail Station 16-31, Sacramento, California 95814. Notify IHSS by writing Pat Morrison at the above address, Mail Station 5-126 or by calling (916) 322-8097.

Has the State Received County Input on this Project? Yes. Many counties have urged that the NAs be revised to make them more usable and to reduce their number. The state conducted a major field study of the NAs in 1978-79 in which a large volume of county input was received. The regular county forms advisory groups for each program area have reviewed plans for this project and have provided valuable comments and suggestions which have been incorporated. Each new form before it is issued will be reviewed by the appropriate county form advisory group or groups.

Can Individual Counties Provide Additional Input and Comment on this Project?

Yes. Most of the new forms in this project are yet to be designed. Thoughtful written comments from individual counties can be a great help in making the new series of forms most effective. Please direct your comments to your regular DSS contact in the program affected by the comments. AFDC comments should go to your AFDC Consultant, FS comments to your FS Consultant, and so on.

Sincerely,


MARION J. WOODS
Director

Attachments

cc: CWDA

Notice of Action Forms (Planned)

August 1980

AFDC and Refugee Assistance Program

NA220 AFDC Immediate Aid Request--Approval/Denial (Replaces ABCD 239.32)

NA221 AFDC Supplemental Payment Request--Approval/Denial (Replaces ABCD 239.40)

NA222 AFDC Good Cause Claim--Approval/Denial (Replaces ABCD 239.33)

NA250 AFDC Income Change (Replaces ABCD 239.2, .4)

NA252 AFDC Overpayment Adjustment (Replaces ABCD 239.14, .15)

NA920* AFDC, MC--Approval. FS--Approval/Denial.

NA921* AFDC, MC--Denial. FS--Approval/Denial.

NA950* AFDC, MC FBU Change (Replaces ABCD 239.6, .28)

NA960* AFDC, MC Requested Information Not Provided--Discontinuance
(Replaces ABCD 239.10, .10X, .10Y)

NA961* AFDC, MC General Discontinuance (Replaces ABCD 239.3, .5, .7, .8, .16,
.29, SC 4)

NA980* AFDC, FS Overpayment Notice--Repayment Required (Replaces ABCD 239.26)

NA990* AFDC General Notice

Food Stamps - Additional food stamp forms will be identified at a later date.

NA920* AFDC, MC--Approval. FS--Approval/Denial.

NA921* AFDC, MC--Denial. FS--Approval/Denial.

NA980* AFDC, FS Overpayment Notice--Repayment Required (Replaces ABCD 239.26)

Medi-Cal

NA920* AFDC, MC--Approval. FS--Approval/Denial.

NA921* AFDC, MC--Denial. FS--Approval/Denial.

NA950* AFDC, MC FBU Change (Replaces ABCD 239.6, .28)

NA960* AFDC, MC Requested Information Not Provided--Discontinuance
(Replaces ABCD 239.10, .10X, .10Y)

NA961* AFDC, MC General Discontinuance (Replaces ABCD 239.3, .5, .7, .8, .16,
.29, SC 4)

* Each form in the 900 series is listed under all programs in which it is used.

Adult Programs

NA420 AP Emergency Loan Referral--Approval/Denial (Replaces SSP 2)
 NA421 AP Guide Dog Special Allowance Request--Approval/Denial (Replaces
 SC 3, 4)
 NA422 AP Special Circumstances Allowance Request--Approval/Denial
 (Replaces SSP 4B)
 NA480 AP Deduction for Interim Assistance Payment (Replaces SSP 17)

Social Services

NA520 SS Request--Approval/Denial (Replaces Soc 239B)
 NA590 SS Change/Discontinuance (Replaces Soc 239A)

In-Home Supportive Services

NA690 IHSS General Notice (Replaces Soc 239C, D, E, F)

Form Number Key:

NA = Notice of Action

Hundreds = Program

200 AFDC
 300 Reserved for FS
 400 Adult Programs
 500 SS
 600 IHSS
 700 Reserved for BHI
 900 Multi-Program Forms

Tens = Function of Form

00 Approval
 10 Denial
 20 Approval/Denial
 30 Increase
 40 Decrease
 50 Increase/Decrease
 60 Discontinuance
 70 Expiration
 80 Special Purpose
 90 Multi-Purpose

Units = Identifier (not coded)

DSS Integrated Notice of Action Series

Transition Schedule No. 1

August 1980

Number	New Form		Type of Change		Old Form	
	Available from Warehouse Actual	Estimate	Major ^{1/}	Minor ^{2/}	Replaced by One Form	Replaced by Several Forms ^{3/}
<u>AFDC and RAP</u>						
NA220		10-81		X	ABCD 239.32	
NA221		2-81		X	ABCD 239.40	
NA222		2-81		X	ABCD 239.33	
NA250		2-81	X	X	ABCD 239.2 ABCD 239.4	
NA252		5-81	X		ABCD 239.14 ABCD 239.15	

Food Stamps--will be listed on a later schedule.

Adult Programs

NA420		5-81		X	SSP 2	
NA421		7-82	X		SC 3 SC 4	
NA422		5-81		X	SSP 4B	
NA480		5-82		X	SSP 17	

Social Services

NA520		10-80		X	Soc 239B	
NA590		12-80		X	Soc 239A	

1/, 2/, 3/ See footnotes on next page for explanation.

New Form		Type of Change		Old Form		
Number	Available from Warehouse		Major ^{1/}	Minor ^{2/}	Replaced by One Form	Replaced by Several Forms ^{3/}
	Actual	Estimate				
<u>In-Home Supportive Services</u>						
NA690			X		Soc 239C Soc 239D Soc 239E Soc 239F	
<u>Multi-Program Forms</u>						
NA920		12-80	X			ABCD 239B ABCD 239.27
NA921		12-80	X			ABCD 239B ABCD 239.27
NA950		12-80	X		ABCD 239.6 ABCD 239.28	
NA960		12-80	X		ABCD 239.10 ABCD 239.10X ABCD 239.10Y	
NA961		3-81	X		ABCD 239.3 ABCD 239.5 ABCD 239.7 ABCD 239.8 ABCD 239.16 ABCD 239.29	ABCD 239A
NA980		5-81	X		ABCD 239.26	
NA990		5-81	X			ABCD 239A

^{1/} Major Change. Switch to new form as soon as it is available. Scrap old stock.

^{2/} Minor Change. After new form is available, county may at its discretion use old stock until it is used up or until July 1, 1982, whichever is earlier.

^{3/} Partial Change. Old form remains in effect until all related new forms are available.

Notice of Action

Cross Reference
August 1980

Old <u>ABCD 239</u>	New <u>NA</u>
A	961 990
B	920 921
.2	250
.3	961
.4	250
.5	961
.6	950
.7	961
.8	961
.10	960
.10X	960
.10Y	960
.14	252
.15	252
.16	961
.25	990
.26	980
.27	920 921
.28	950
.29	961
.32	220
.33	222
.40	221

Old <u>SC</u>	New
3	421
4	421
<u>Soc 239</u>	
A	590
B	520
C	690
D	690
E	690
F	690
<u>SSP</u>	
2	420
4B	422
17	480